

**Update for Partners re TEWV COVID-19 Contingency Arrangements  
Week commencing 6<sup>th</sup> April 2020**

The Trust continue to implement their contingency plans in response to the evolving situation around COVID-19. Key issues and changes (applicable to all services) since our last briefing are:

Inpatient and Crisis/Urgent Care Services

- We are currently managing well with bed capacity; however we are keeping this under close review as the situation in the wider community and country changes.
- All visiting to inpatient areas remains suspended. Skype-enabled tablets have been delivered to wards to facilitate 'virtual' visiting and friends. Exceptions to this (eg for end of life care) continue to be assessed on a case by case basis. Wards continue to try to use these for care planning meetings too in some areas so that we can involve families, GPs etc more.
- Work planned to reprovide inpatient care for Harrogate and Wetherby Town patients has been brought forward in response to the current Covid 19 epidemic and in support of Harrogate District Foundation Trust who have been working to increase their capacity to treat patients. Rowan Ward which provides inpatient care for mental health older people was returned to HDFT on 6<sup>th</sup> April 2020 and there are plans to bring forward the transition of Cedar Ward patients to Foss Park one week earlier w/c 20<sup>th</sup> April 2020. The development and completion of Foss Park, York is in its final stages and we have increased the team of people working toward this to ensure we meet the minimal requirements to open the hospital as required.
- We continue to follow national PPE guidance as it is published. We are working hard to ensure staff in all areas have access to appropriate PPE to keep themselves, patients and families safe. We have now moved to a position where staff will use PPE (masks, gloves and aprons) in all face to face contacts with patients where they are unable to safely maintain a 2m distance, which will mean all inpatient areas operating with PPE at all times. This will also include ensuring sufficient provision is available via the crisis teams for section 12 doctors.
- Updated information relating to crisis services (all providing 24/7 support) is now available at - <https://www.tewv.nhs.uk/services/crisisadvice/> . This includes up to date phone numbers, contact numbers for other services (eg in the voluntary sector) who can offer support and patient information which may be useful for individuals or families. We have also updated answerphone messages

and our “What to do in a Crisis” leaflet to ensure as many cases as possible are diverted from ED’s/111.

- All services across North Yorkshire & York including Adult Mental Health, Learning Disabilities, Children and Young Peoples Services and Mental Health Services for Older People are currently mobilising plans to offer an all age 24/7 Urgent care single telephone line. This will provide access to advice about mental health and access to appropriate services, including 3<sup>rd</sup> Sector services via a Triage process. The intention is for the telephone line to go live 15<sup>th</sup> April 2020 and work is currently underway to provide the technical support, standard operating procedures for staff and review of Trust communications to enable implementation. Further information will be issued in the weekly briefing and as well as on the Trust website and patient facing information.
- The NYY CAMHS Crisis Service will remain as a 10am – 10pm service and will unfortunately not progress to a 24/7 model as planned until July 2020. This decision has been made in light of the current Business Continuity arrangements in place due to the Covid 19 epidemic and will support operational stability in line with other measures. Whilst this has been paused, the Crisis Teams and generic CAMHS Teams will be working very closely together to ensure this essential crisis offer is prioritised and that the children, young people and families are provided with the support they require at this difficult time. We aim to move to the 24/7 service from 1<sup>st</sup> July 2020, with the expectation that the peak of the epidemic has abated and services are able to focus on this service expansion. Please contact Carol Redmond, Head of Service; NYY CAMHS at [carol.redmond@nhs.net](mailto:carol.redmond@nhs.net) if you require any further information at this time.
- Should emergency changes to the Mental Health Act come into force, we will ensure that all section 12 approved clinicians are fully aware of the impact this will have and any changes to practice this may make. We are not aware of any specific pressures or risks relating to AMHP capacity across our Trust patch at present

### Community Services

- The National IAPT team have advised that all IAPT services do not offer any face to face appointments during this time. Therefore clinical sessions in NYY will be delivered remotely, either via telephone or videoconferencing. Although NYY have seen an initial reduction in referrals over the last two weeks we fully expect as do the National Team to see a future increase in demand for IAPT services. Our usual assessment processes will remain in place via telephone or video conferencing to ensure our referral pathways remain open and responsive. Whilst the majority of our interventions can be successfully adapted for remote working, some cannot and alternatives will be offered e.g. new EMDR cases. Due to social isolation restrictions some conditions cannot be successfully treated at this time for example social anxiety and OCD- contamination sub type. Where this is the case following assessment we will be sign posting people to self-help materials and suggesting they contact us if needed once the restrictions have been lifted. We will be continuing to offer courses via Microsoft teams and participants whose courses were paused will shortly be contacted to arrange re-engaging via

these remote platforms. For those currently waiting for treatment we will continue to offer treatment as soon as a place is available. Additionally we will be offering those currently waiting access to Silvercloud (our on line computerised CBT package) where they will be able to utilise relevant self-help support packages. Our current trainee practitioners will be continuing with training remotely and planned future cohorts will be going ahead; ensuring staffing for our future expansion plans. LTC training is also recommencing so plans to train clinicians progressing as expected.

- The rapid roll out of phone or video contacts for the majority of non urgent community appointments across all services (including IAPT) is working well and has been generally well received. We are trying to replicate this for patients awaiting an initial assessment so that this can be completed over the phone wherever possible. As this will not be an appropriate method of completing a memory assessment for those patients referred with a suspected dementia, these appointments are likely to be delayed until it is safe to restart them.
- All community teams continue to prioritise contact with patients assessed as highest risk. We are also linking closely with public health colleagues and the shielding hubs being led by Local Authorities to make sure we are protecting those who may be extremely vulnerable at the present time.
- We are trying to maintain a level of contact with all patients, but if you have any significant concerns about particular patient's wellbeing or there is any deterioration in their presentation please let your local community team or crisis team know so they can respond appropriately.
- We appreciate that assessments will continue to be sent into the Trust in line with clinical need, but it would be helpful if referring staff are able to explain to patients that unless there is an urgent need, it is likely to be some time before a full assessment can take place.
- A list of online and other resources has been shared with all local Healthwatch teams for publication through their normal newsletters/updates to support the wider community. We would be happy to forward this on to other organisations if it would be useful to share with staff or users. There are also details of a range of organisations that may be of help to people through the crisis team link above.

### Care Homes

Specific support to care homes continues and staff are linked to local authority processes to ensure that any changes in the care home landscape can also be supported by the mental health teams.

### Prescribing and Access to Medication

All teams have systems in place to make sure patients continue to have access to prescriptions and medication, as outlined in our last briefing. We are keeping a close

eye on medication supplies to ensure that we are aware at the earliest opportunity if supply is becoming difficult so we can take necessary actions.

We have nearly finalised a template for electronic generation of FP10 prescriptions and a supporting process to assist prescribing by staff working in isolation. We are also actively exploring innovative options to send FP10 prescriptions to nominated community pharmacies.

### Additional Support for Services

We have now mobilised a large number of staff to provide additional support to wards and teams over the coming weeks. A lot of these staff are providing support as nurses, healthcare assistants or housekeepers. However, we also have a huge number of staff helping us in other ways either on site or from home and we are working hard to ensure that all patients receive regular contact over the coming weeks to provide support and help avoid social isolation. Supporting this North Yorkshire and York are seeking to utilise volunteers across the locality as they become available to help with social contact, driving/transport of people or equipment and daily living activities for patients unable to do these themselves in the current climate (such as shopping, dog walking, bringing bins in and out or posting essential mail). We hope this additional support will be well received by users and families at this difficult time.

### Access to Advice and Support for Partners

Local teams will continue to have processes in place to provide support and advice to all partners in relation to clinical issues. .

To help staff in all areas, patients, families and the general public, our Recovery College online have developed a new course “Coping during the pandemic”. The course includes information on preventing the spread of coronavirus (COVID-19), advice on managing concerns and supporting wellbeing, and advice on supporting children and young people. This course is free to access via the link below:

<https://lms.recoverycollegeonline.co.uk/course/view.php?id=373>

We are currently trying to establish a staff wellbeing “listening service” for staff across the Trust, with a view to hopefully extending the offer to other partners eg acute Trusts. Our intention is that this will be supported by mental health practitioners to provide immediate emotional support to any member of staff. We will provide more details as soon as these are available.